

**Nurse (Non prescriber) procedure out of hours  
STANDARD OPERATING PROCEDURE DOCUMENT (SOP)**

Title		Nurse (Non Prescriber) Procedure – Out of Hours		Doc. No.	CL081 & OP0286
Scope		Operational and Clinical Directorate			
Purpose		To provide guidance for safe deployment of Nurse (Non Prescriber) in the OOH Service only			
Guidelines		To enable nurses to carry out remote consultations received via NHS 111 and will only work from the DCA Pool			
PROCEDURE				RESPONSIBILITY	
1	Referrals via the HCP line cannot be seen by a Nurse (Non Prescriber)  Calls received from NHS 111 can be completed by a Nurse (Non Prescriber)			Clinician	
2	<u>Remote Consultation</u>  Nurse (Non Prescriber) can complete triage calls in the DCA pool, if they have been signed off by the Deputy Director of Nursing as having the pre requisite knowledge skill and experience to conduct triage.  As the aim of the Remote Consultation is to identify the best course of care for the patient's needs Nurse (Non Prescriber) can complete DCA calls for any patient they believe to be within their scope of practice.			Clinician	
3	<u>Face to Face appointments &amp; Home Visits</u>  Nurse (Non Prescribers) should not carry out any face to face or home visits			Clinician / Senior Urgent Care Coordinator	

4	<p>Those patients falling within the Exclusion criteria are not suitable for Nurse (Non Prescriber)</p> <p><b>Exclusion Criteria</b></p> <ul style="list-style-type: none"> <li>• End of Life</li> <li>• Pregnancy related problems</li> <li>• Acute Mental Health</li> <li>• babies under 2 years (unless specifically stated otherwise to the Shift Manager at the start of shift)</li> <li>• Drug and Alcohol dependent</li> <li>• Patients discharged from hospital within 72 hours</li> <li>• Prescription requests</li> <li>• Medication queries</li> </ul>	Clinician
8	<p><b>Obtaining GP advice</b></p> <p>If a Nurse (Non Prescriber) requires a Clinician to Clinician discussion whilst in consultation with a patient, they can contact the Shift Manager who will route the call to an available GP as soon as possible or within 30 minutes.</p>	Clinician / Shift Manager
9	<p>If a Nurse (Non Prescriber) cannot complete the patient's episode of care and needs to transfer the patient to a GP, the call should be forwarded to the Advice Pool ensuring comprehensive notes of the initial consultation are added. The reason for the onward referral must be included.</p>	Clinician

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<b>Title</b>	<b>Nurse (Non Prescriber) Procedure – Out of Hours</b>		<b>Doc. No.</b>	<b>CLXXX &amp; OPXXX</b>
<b>Version</b>	V1			
<b>Supersedes</b>				
<b>Approving Managers/Committee</b>	Head of Service Delivery			
<b>Date Ratified</b>	05/08/2021			
<b>Department of Originator</b>	Integrated Urgent Care			
<b>Responsible Executive Director</b>	Director of Service Delivery			
<b>Responsible Manager/Support</b>	Head of Service Delivery			
<b>Date Issued</b>	05/08/2021			
<b>Next Review Date</b>	November 2021			
<b>Target Audience</b>	Clinical and Operational Teams			
<b>Version</b>	<b>Date</b>	<b>Control Reason</b>	<b>Accountable Person for this Version</b>	
V1	Aug 21	Created in conjunction with the recruitment of Nurse (Non V300)	Head of Service	
<b>Reference documents</b>		<b>Electronic Locations</b>	<b>Locations for Hard Copies</b>	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ .....	Standard Operating Procedures File in the Call Centre.	
<b>Document Status:</b> This is a controlled document. Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.				